

**BEFORE THE TENNESSEE REGULATORY AUTHORITY AT**

**NASHVILLE, TENNESSEE**

**September 5, 2000**

**IN RE:**

**GENERIC DOCKET FOR EXTENSION  
OF TIME TO IMPLEMENT SECTIONS  
4 AND 5 OF TRA RULE 1220-4-2-.58**

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**DOCKET NO.  
00-00339**

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**ORDER GRANTING MOTION FOR EXTENSION OF TIME**

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This matter came before the Tennessee Regulatory Authority (the "TRA" or "Authority") at a regularly scheduled Authority Conference held on May 9, 2000 upon the Motion For Extension Of Time to Implement Sections 4 and 5 of TRA Rule 1220-4-2-.58 (the "Motion") filed on April 20, 2000 by United Telephone-Southeast, Inc. ("United").

Sections 4 and 5 of TRA Rule 1220-4-2-.58 require telecommunications service providers to offer a third party bill blocking service to its customers and to file tariffs describing the third party bill blocking service within 180 days of the effective date of the Rule. Third party bill blocking would allow the consumer to subscribe to a service that would block providers other than the consumer's prescribed local and long distance provider from placing charges on the consumer's telephone bill.<sup>1</sup>

Section 5 of TRA Rule 1220-4-2-.58 also provides that telecommunications service

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<sup>1</sup> Sections 4 and 5 address recurring charges, of which this type of recurring charge is the largest source of cramming complaints under investigation by the Authority. Sections 4 and 5 do not prohibit non-recurring charges such as casually billed toll charges from appearing on the consumer's telephone bill.

providers can request from the Authority additional time to file the tariff and implement the blocking service, provided such request is filed no later than 180 days of the effective date of this Section. Having become effective on November 26, 1999, Section 5 requires that tariffs or requests for additional time be filed no later than May 24, 2000.

United's Motion sets forth two reasons for its extension request. First, programmers' requirements and time estimates are greater now because United has determined that the entire toll processing system will require modification. United states that two thousand (2000) programming hours are required to create the third party bill blocking service.

Second, United's programming resources have been strained by Sprint Corporation's development of its Millennium bill, which was to be effective April 1, 2000 in compliance with the federal truth in billing requirement. The Millennium bill is a complete redesign of Sprint's local exchange telephone bill, designed to address all issues relative to billing, and not just cramming issues.

During the discussion of United's Motion at the May 9th Conference, BellSouth Telecommunications, Inc. ("BellSouth") brought to the attention of the Directors its request for a similar extension of time so as to implement the third-party bill blocking service.<sup>2</sup> BellSouth stated that its request was due to the programming time spent on the Y2K concerns and compliance with the FCC truth in billing requirements.

The Directors determined to consolidate the Motion of United and the request of BellSouth and establish this docket as a generic docket relative to the implementation of

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<sup>2</sup> BellSouth's request had been made in the form of a letter, dated April 24, 2000, sent to the Authority but not in connection with this specific docket.

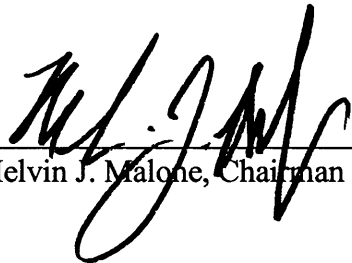
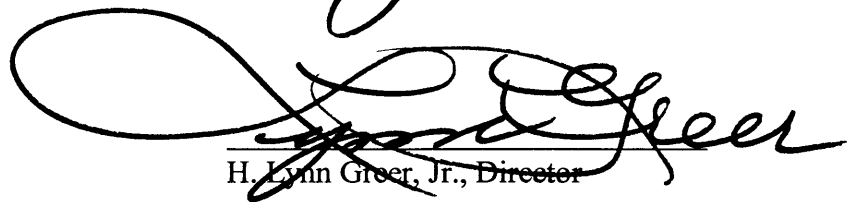
Sections 4 and 5 of TRA Rule 1220-4-2-.58. The parties were admonished that in making requests for additional time pursuant to Section 5, it is incumbent upon all parties to put before the Authority well-reasoned grounds for such a request and then provide support for those grounds.

After reviewing the record in this matter and hearing argument from the parties, the Directors voted unanimously to approve the motion of United and the request of BellSouth for an extension of time to implement Sections 4 and 5 of TRA Rule 1220-4-2-.58, and permitted United and BellSouth until September 1, 2000 to implement their third-party bill blocking service. United and BellSouth are required to file their tariffs by August 1, 2000 to meet this deadline date. Further, both United and BellSouth are required to file status reports twice a month reflecting the progress of their efforts to implement this service.

**IT IS THEREFORE ORDERED THAT:**

1. The Motion of United Telephone-Southeast, Inc. and the request of BellSouth Telecommunications, Inc. for an extension of time to implement Sections 4 and 5 of TRA Rule 1220-4-2-.58 are granted;
2. United Telephone-Southeast, Inc. and BellSouth Telecommunications, Inc. shall file on or before August 1, 2000 tariffs describing their third party bill blocking service;
3. United Telephone-Southeast, Inc. and BellSouth Telecommunications, Inc. shall each file status reports twice a month reflecting the progress of their efforts until they have each filed their respective tariffs; and

4. Any party aggrieved with the Authority's decision in this matter may file a Petition for Reconsideration with the Authority within fifteen (15) days from the date of this Order.

  
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Melvin J. Malone, Chairman  
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H. Lynn Greer, Jr., Director  
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Sara Kyle, Director

ATTEST:

  
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K. David Waddell, Executive Secretary